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PART-IIA

GOVERNMENT OF MEGHALAYA NOTIFICATIONS

The 10th October, 2024.

No.POWER.118/2020/156- WHEREAS, Ease of Doing Business is a priority of the Government of Meghalaya, in line with the **Business Reform Action Plan 2024** of the **Department of Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India**;

WHEREAS, there is a need to simplify business regulations and ease of compliance to bring transparency in information dissemination and appropriate implementation.

The following instructions as per reform listed are hereby notified for streamlining the existing regulatory structures and create an investor friendly environment across Meghalaya: -

I. Ensure that the following services are provided through the online single window system and Online System

- **Obtaining Electricity Connection**
- **Obtaining Power feasibility certificate or sanction of power supply**

Now therefore, it is hereby mandated that all the applications under **Meghalaya Energy Corporation Limited/ Meghalaya Power Distribution Corporation Limited** are submitted online with no requirement for submissions of a hard copy through the **Invest Meghalaya Portal** or **meghapower.com** or **www.meghapower.com** or **www.mepdcl.in** for the services as listed in the reform.

The portal/(s) will enable online application submission, payment, status tracking, document download, and third-party verification without requiring physical documents or interactions, while sending notifications at critical stages *via* SMS/email.

II. Reduce the number of mandatory documents required for obtaining the electricity connection to:

- i. proof of identity of the user
- ii. proof of ownership/occupancy (in case of owned/leased premise)
- iii. authorization document (in case of firm or company)

The **Power Department** through **Meghalaya Energy Corporation Limited/ Meghalaya Power Distribution Corporation Limited** has accordingly reviewed the various instructions in the **Meghalaya State Electricity Supply Code Regulations, 2018** and have decided to simplify and minimize the documents required for the release of a new electricity connection. This will streamline the application process by requiring only the documents mentioned in the reform:-

1. **Proof of identity of the user**
2. **Proof of ownership/occupancy (in case of owned/leased premise)**
3. **Authorization document (in case of firm or company)**

III. Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages.

The **Power Department** through **Meghalaya Energy Corporation Limited** has accordingly reviewed the various instructions in the **Meghalaya State Electricity Supply Code Regulations, 2018** and have decided to publish monthly or quarterly the data regarding total duration and frequency of outages in **Invest Meghalaya Portal** or **www.mepdcl.in**

IV. Ensure that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required from concerned agencies.

The stipulate time for charged electrical connection (to provide electric connection up to 150 KVA) along with the **Senior Electrical Inspector** approval (wherever required) is to be provided: -

- a) Within 7 (Seven) days from the date of application.
- b) For the State of Meghalaya, due to majority of land being under community ownership and topographical challenges, it is not feasible to provide service in Fifteen days where RoW is required from concerned agencies.

V. Mandate to Publish an online dashboard in public domain with following features:

- i. **Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate.**

ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned.

An online dashboard has been created in the **Invest Meghalaya Portal** for the services listed in reform. The online dashboard covers features related to service timelines prescribed as per the Public Service Guarantee Act, total number of applications received, number of applications received, number of applications approved, average, median and minimum time taken for obtaining approvals, along with the average fee for completion of entire process. The dashboard is developed in the following format as per DPIIT mandate: -

Particulars Details	Details
Time Limit prescribed as per the Public Service Guarantee Act	
Total Number of applications received	
Total Number of applications approved	
Average time taken to obtain registration/renewal	
Median time taken to obtain registration/renewal	
Minimum time taken to obtain registration/renewal	
Maximum time taken to obtain registration/renewal	
* "Average fee" taken by the Department for completion of entire process of obtaining approval/ certificate	

For new registrations, application-wise details shall be updated in the online portal with regards to date of application, date of approval and breakup of fee details with the following features.

Sl. No.	Application No.	Application Date	Approval Date	Fee Details	Total Fee Charged

All the dashboards are being updated on a real-time basis.

VI. Mandate DISCOMS to design and publish an online dashboard in public domain to provide information on quality of electricity service supply division wise having following parameters and updated on real time basis:

i. Average Hours of Steady supply voltage supplied to consumers per week

ii. Number and hours of disruptions/ power cuts per week

iii. Reason for power disruptions

An online dashboard has been created in public domain *i.e.* **Invest Meghalaya Portal & www.mepdcl.in** to provide information on quality of electricity service supply division wise having following parameters and updated on real time basis as per parameters given in the reform above.

VII. Establish an Online Grievance Mechanism and define working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling.

As per provision of Section 42(5) of the **Electricity Act 2003** and in accordance with the **Meghalaya State Regulatory Commission (Redressal of Consumer Grievance and Electricity of Ombudsman) Regulation, 2017**, Meghalaya Power Distribution Corporation Limited had constituted three level/tier complaint registration complaint mechanism as under: -

Level/Tier-I: Consumer Grievance Redressal Officer (CGRO): Assistant Executive Engineer/Executive Engineer of respective Sub-Division or Division (Distribution and Revenue)

Level/Tier-II: Consumer Grievance Redressal Officer (CGRO)-Superintending Engineer of respective Distribution Circle.

Level/Tier-III: Consumer Grievance Redressal Forum, (CGRF)-Chief Engineer (Distribution), Eastern Zone and Western Zone, Shillong /Tura.

A user can file a complaint through various mechanisms such as: -

1. Raise/file a complaint through the **Invest Meghalaya Portal** <https://www.meghapower.com/> or <https://meecl.nic.in/> or www.mepdcl.in

2. Complaints can also be sent to the following email id:-

For Postpaid billing: mbcccs.mepdcl@gmail.com

For prepaid recharge: mepdcl.shillong@gmail.com

Procedures for Redressal of Grievances as follows:

Level/ Tier-I

Any consumer having a grievance shall submit online application initially to the appropriate Consumer Grievance Redressal Officer (CGRO) at Level-1 i.e. Assistant Executive Engineer/Executive Engineer of Distribution Sub-Division/Division. The grievance shall be acknowledged and recorded with a complaint number.

The grievance process shall be completed within stipulated timeline as per Annexure-A at Level/Tier-I.

Level/ Tier-II

If the complainant is not satisfied with CGRO, Tier-I's outcome, the complainant can approach CGRO, Tier-II i.e. Superintending Engineer of Distribution Circle by following the same procedure, as for Tier-I.

The grievance process shall be completed within 5 (Five) days at Tier-II.

Level/ Tier-III

If the grievance is un-resolved in Tier-II, the complainant can approach the CGRO, Tier-III i.e. Chief Engineer (Distribution), EZ, MePDCL Shillong for Eastern Zone and Chief Engineer (Distribution), WZ, MePDCL Tura for Western Zone. The grievance process shall be completed within 4 (Four) days at Tier-III.

If the complainant or the grievance redressal officer opts to hear the grievance in person, CGRO, Tier-III can contact the complainant *via* telephone, etc.

The CGRO, Tier-III's decision on the grievance shall be communicated to the complainant.

If not satisfied with the CGRO, Tier-III's decision, the complainant can approach the Consumer Grievance Redressal Forum within 15 days from the date of receiving the order.

The above guideline for working procedure may vary time to time as per latest amendment made by the Meghalaya State Regulatory Commission.

This notification will take effect from the date of its publication in the Official Gazette.

SANJAY GOYAL,
Commissioner & Secretary to the Government of Meghalaya,
Power Department.

The 10th October, 2024.

No.POWER.118/2020/157- WHEREAS, Ease of Doing Business is a priority of the Government of Meghalaya, in consonance with the **Business Reform Action Plan 2024** of the Department of Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India;

WHEREAS, there is a need to simplify business regulations and ease of compliance to bring transparency in information dissemination and appropriate implementation.

The following instructions as per reform listed are hereby notified for streamlining the existing regulatory structures and create an investor friendly environment across Meghalaya: -

I. Ensure that the following services are provided through the online single window system and Online System

• **Obtaining Drawing Approval from Electrical Inspectorate**

Now therefore, it is hereby mandated that all the applications under **Inspectorate of Electricity** are submitted online with no requirement for submissions of a hard copy through the **Invest Meghalaya Portal** or **meghapower.com** or **www.meecl.nic.in** or **www.mepdcl.in** for the services as listed in the reform.

The portal/(s) will enable online application submission, payment, status tracking, document download, and third-party verification without requiring physical documents or interactions, while sending notifications at critical stages *via* SMS/email.

II. External & Internal electricity installation:

i. Mandate external & internal electricity installation works typically carried out by a licensed professional/ company

ii. Mandate the frequency of the following:

a. Inspection by contractor/company that performed external installations

b. Issuance of certificate of compliance by contractor/ company

c. Check quality of external & internal installation works by contractor/ company

iii. Mandate the quality check or final inspection by a third party to ensure the quality and safety of external & internal electricity installations

In exercise of the powers conferred under the Electricity Act 2003 and **NOW THEREFORE**, under recommendations of the **Business Reforms Action Plan 2024**, the **Power Department** through the **Inspectorate of Electricity** shall notify the instructions to be followed by Industry/Firm/Company with respect to internal and external electrical installations:

1. Internal and External electricity installations typically shall be carried out by the licensed professional /company / contractor or a person licensed in this behalf by the State Government and on its behalf under the direct supervision of a person holding a certificate of competency and by a person holding a permit issued or recognized by the State Government as per Regulation No.31 and 32 of CEA (Measures relating to Safety and Electric Supply) Regulations' 2023.
2. Inspection of internal and external electricity installations is to be carried out at least once in every 5 years by Contractor / Company/ Owner/ Supplier/Electrical Inspector or a person having a Certificate of competency in the relevant field as per Regulation No.32 of CEA (Measures relating to Safety and Electric Supply) Regulations' 2023.
3. Certificate of compliance by Contractor/Company/ Owner/ Supplier to be issued and submitted to the Electrical Inspector as per prescribed format of Schedule-II of CEA Regulation's 2023.
4. Quality check of internal and external electricity installation works shall be carried out by the Contractor Company /Owner/ Supplier or any Person having Supervisory License obtained from Electrical Inspectorate in the relevant field.
5. Quality check or final inspection shall be done by a third-party having requisite qualification to ensure the quality and safety of internal and external electricity installations.

III. Mandate qualification of third party carrying-out the electrical wiring installation works:

a. Minimum number of years of experience

b. Education qualification (for example, university degree/ diploma/ certificate in the relevant field)

c. Pass a qualification exam

Thereby, the Power Department through the Inspectorate of Electricity shall notify the qualification of third party carrying-out the electrical wiring installation work to be: -

1. Minimum number of years of experience: Having minimum of 1 -2 years of experience.
2. Education qualification (for example, university degree/ diploma/ certificate in the relevant field): For electrical installation with any Voltage - Degree/Diploma Holder in Electrical Engineering from any Government Organized University/College/Institute.
3. Pass a qualification exam: For electrical installation with voltage up to 650 Volt –

Person having a Certificate of Competency in relevant field issued by the Electrical Inspector of State, Central or Union Territory of India.

This notification shall come into effect from the date of publication in the Official Gazette.

SANJAY GOYAL,
Commissioner & Secretary to the Government of Meghalaya,
Power Department.

The 15th October, 2024.

No.HPL-52/2024/Pt/71- In exercise of the powers conferred under section 176(3) of the Bharatiya Nagarik Suraksha Sanhita, 2023 the Government of Meghalaya prescribes that on receipt of every information relating to the commission of an offence which is made punishable for seven years or more, the Officer-in-Charge of a Police Station shall cause the forensic expert to visit the crime scene to collect forensic evidence in the offence and also cause video graphs of the process on mobile phone or any other electronic device.

The Guidelines for Compulsory Forensic Crime Scene Investigation had earlier been issued *vide* HPL.271/2022/Pt/77, dated Shillong, the 27th June, 2024.

C.V.D. DIENGDOH,
Secretary to the Government of Meghalaya,
Home (Police) Department.

The 15th October, 2024.

No.HPL-52/2024/Pt/72- In exercise of the powers conferred by clause (g) of sub section 4 of section 329 of the Bharatiya Nagarik Suraksha Sanhita, 2023 the Government of Meghalaya hereby notifies the "Scientific Officer" and "Senior Scientific Assistant" in the Directorate of Forensic Sciences, Meghalaya as Government Scientific Experts for the purposes of Section 329 of the Bharatiya Nagrik Suraksha Sanhita, 2023.

This notification shall come into force with effect from 15th October, 2024.

C.V.D. DIENGDOH,
Secretary to the Government of Meghalaya,
Home (Police) Department.

The 16th October, 2024**ANNEXURE - I**

No.GAA.67/2024/47- The Governor of Meghalaya is pleased to declare that the offices under the Government of Meghalaya and all Revenue and Magisterial Courts in Meghalaya shall remain closed on the following days of the year 2025.

GENERAL HOLIDAYS

Sl. No.	Gregorian Calendar	National Calendar (SAKA-ERA)	Days of the Week	Name of the Festivals	No. of Day(s)
1.	1 st January, 2025	11 th Pausa, 1946 (SE)	Wednesday	New Year's Day	1 (one) Day
2.	26 th January, 2025	06 th Magha, 1946 (SE)	Sunday	Republic Day	1 (one) Day
3.	14 th March, 2025	23 rd Phalguna, 1946 (SE)	Friday	Holi	1 (one) Day
4.	31 st March, 2025	10 th Chaitra, 1947 (SE)	Monday	Id-ul-Fitr	1 (one) Day
5.	18 th April, 2025	28 th Chaitra, 1947 (SE)	Friday	Good Friday	1 (one) Day
6.	7 th June, 2025	17 th Jyestha, 1947 (SE)	Saturday	Id-ul-Zuha (Bakrid)	1 (one) Day
7.	14 th July, 2025	23 rd Asadha, 1947 (SE)	Monday	Beh Deinkhlam	1 (one) Day
8.	17 th July, 2025	26 th Asadha, 1947 (SE)	Thursday	Death Anniversary of U Tirot Sing	1 (one) Day
9.	15 th August, 2025	24 th Shravana, 1947 (SE)	Friday	Independence Day	1 (one) Day
10.	16 th August, 2025	25 th Shravana, 1947 (SE)	Saturday	Janmashtami	1 (one) Day
11.	1 st October, 2025	09 th Asvina, 1947 (SE)	Wednesday	Navaratri ends / Maha Navami	1 (one) Day
12.	2 nd October, 2025	10 th Asvina, 1947 (SE)	Thursday	Mahatma Gandhi's Birthday / Dussehra	1 (one) Day
13.	20 th October, 2025	28 th Asvina, 1947 (SE)	Monday	Diwali (Deepavali)	1 (one) Day
14.	7 th November, 2025	16 th Kartika, 1947 (SE)	Friday	Wangala Festival	1 (one) Day
15.	23 rd November, 2025	02 nd Agrahayana, 1947 (SE)	Sunday	Seng Kut Snem	1 (one) Day
16.	12 th December, 2025	21 st Agrahayana, 1947 (SE)	Friday	Death Anniversary of Pa Togan Nengminja Sangma	1 (one) Day
17.	18 th December, 2025	27 th Agrahayana, 1947 (SE)	Thursday	Death Anniversary of U SoSo Tham	1 (one) Day
18.	24 th December, 2025	03 rd Pausa, 1947 (SE)	Wednesday	Christmas Festival	1 (one) Day
19.	25 th December, 2025	04 th Pausa, 1947 (SE)	Thursday	Christmas Festival	1 (one) Day
20.	26 th December, 2025	05 th Pausa, 1947 (SE)	Friday	Christmas Festival	1 (one) Day
21.	27 th December, 2025	06 th Pausa, 1947 (SE)	Saturday	Christmas Festival	1 (one) Day
22.	30 th December, 2025	09 th Pausa, 1947 (SE)	Tuesday	Death Anniversary of U Kiang Nangbah	1 (one) Day

LOCAL HOLIDAYS

The **Deputy Commissioners** are authorized to declare a maximum of 3 (three) days only as local holidays within their respective jurisdiction on the following occasions during the year 2025 except for East Khasi Hills District where **State Government in GAD (A)** will declare the Local Holidays.

(1). 53rd Garo Labour Corps Day (2). Shad Suk Mynsiem (3). Unitarian Anniversary Day (4). Shad Nongkrem (5). Any other Festival of Local significance.

SPECIAL HOLIDAYS

Special Holiday has also been declared for all State Government Offices and all Revenue and Magisterial Courts and Educational Institutions in East Khasi Hills District, South West Khasi Hills District, West Khasi Hills District, East Jaintia Hills District, West Jaintia Hills District, Eastern West Khasi Hills District and Ri-Bhoi District on the 22nd June, 2025 to celebrate "**Rev. Thomas Jones Day**".

RESTRICTED HOLIDAYS

In addition to holidays mentioned at **Annexure-I**, each employee will also be allowed to avail of any 2 (two) holidays to be chosen out of the list of **Restricted Holidays below :-**

Sl. No.	Gregorian Calendar	National Calendar (SAKA-ERA)	Days of the Week	Name of the Festivals	No. of Day (s)
1.	14 th April, 2025	24 th Chaitra, 1947	Monday	Dr. B. R. Ambedkar's Birthday	1 (one) Day
2.	15 th April, 2025	25 th Chaitra, 1947	Tuesday	Assamese New Year's Day (Bihu)	1 (one) Day
3.	1 st May, 2025	11 th Vaisakha, 1947	Thursday	May Day	1 (one) Day
4.	12 th May, 2025	22 nd Vaisakha, 1947	Monday	Buddha Purnima	1 (one) Day
5.	6 th July, 2025	15 th Asadha, 1947	Sunday	Muharram	1 (one) Day
6.	25 th August, 2025	3 rd Bhadra, 1947	Monday	Tithi of Sri Sri Sankar Dev	1 (one) Day
7.	27 th August, 2025	5 th Bhadra, 1947	Wednesday	Ganesh Chaturthi	1 (one) Day
8.	5 th September, 2025	14 th Bhadra, 1947	Friday	ID-E-MILAD (Prophet Mohammad's Birthday)	1 (one) Day
9.	2 nd November, 2025	11 th Kartika, 1947	Sunday	All Soul's Day	1 (one) Day
10.	5 th November, 2025	14 th Kartika, 1947	Wednesday	Guru Nanak's Birthday	1 (one) Day

The 16th October, 2024.

ANNEXURE - II

No.GAA.67/2024/47- In exercise of the power conferred by Section 25 of the Negotiable Instruments Act 1881 (XXVI of 1881) *read* with the Notification of the Government of India, Ministry of Home Affairs No. 39/1/68-Judl.III, dated the 8th May, 1968, the Governor of Meghalaya is pleased to declare the following days to be Public Holidays in the State of Meghalaya during the year 2025.

HOLIDAYS UNDER NEGOTIABLE INSTRUMENTS ACT 1881 (XXVI of 1881)

Sl. No.	Gregorian Calendar	National Calendar (SAKA-ERA)	Days of the Week	Name of the Festivals	No. of Day (s)
1.	1 st January, 2025	11 th Pausa, 1946 (SE)	Wednesday	New Year's Day	1 (one) Day
2.	26 th January, 2025	06 th Magha, 1946 (SE)	Sunday	Republic Day	1 (one) Day
3.	14 th March, 2025	23 rd Phalguna, 1946 (SE)	Friday	Holi	1 (one) Day
4.	31 st March, 2025	10 th Chaitra, 1947 (SE)	Monday	Id-ul-Fitr	1 (one) Day
5.	18 th April, 2025	28 th Chaitra, 1947 (SE)	Friday	Good Friday	1 (one) Day
6.	7 th June, 2025	17 th Jyestha, 1947 (SE)	Saturday	Id-ul-Zuha (Bakrid)	1 (one) Day
7.	14 th July, 2025	23 rd Asadha, 1947 (SE)	Monday	Beh Deinkhlam	1 (one) Day
8.	17 th July, 2025	26 th Asadha, 1947 (SE)	Thursday	Death Anniversary of U Tirot Sing	1 (one) Day
9.	15 th August, 2025	24 th Shravana, 1947 (SE)	Friday	Independence Day	1 (one) Day
10.	16 th August, 2025	25 th Shravana, 1947 (SE)	Saturday	Janmashtami	1 (one) Day
11.	1 st October, 2025	09 th Asvina, 1947 (SE)	Wednesday	Navaratri ends / Maha Navami	1 (one) Day
12.	2 nd October, 2025	10 th Asvina, 1947 (SE)	Thursday	Mahatma Gandhi's Birthday / Dussehra	1 (one) Day
13.	20 th October, 2025	28 th Asvina, 1947 (SE)	Monday	Diwali (Deepavali)	1 (one) Day
14.	7 th November, 2025	16 th Kartika, 1947 (SE)	Friday	Wangala Festival	1 (one) Day
15.	23 rd November, 2025	2 nd Agrahayana, 1947 (SE)	Sunday	Seng Kut Snem	1 (one) Day
16.	12 th December, 2025	21 st Agrahayana, 1947 (SE)	Friday	Death Anniversary of Pa Togan Nengminja Sangma	1 (one) Day
17.	18 th December, 2025	27 th Agrahayana, 1947 (SE)	Thursday	Death Anniversary of U SoSo Tham	1 (one) Day
18.	24 th December, 2025	03 rd Pausa, 1947 (SE)	Wednesday	Christmas Festival	1 (one) Day

19.	25 th December, 2025	04 th Pausa, 1947 (SE)	Thursday	Christmas Festival	1 (one) Day
20.	26 th December, 2025	05 th Pausa, 1947 (SE)	Friday	Christmas Festival	1 (one) Day
21.	30 th December, 2025	09 th Pausa, 1947 (SE)	Tuesday	Death Anniversary of U Kiang Nangbah	1 (one) Day

N.B. (a). Holidays to be observed in the State Government Offices and all Magisterial Courts in Meghalaya during the year 2025 are issued under Notification, No.GAA.67/2024/47, dated Shillong the 16th October, 2024.

D. D. PYNGROPE,

Under Secretary to the Government of Meghalaya,
General Administration (A) Department.